



## TERMS & CONDITIONS

All Cakes made by Bake My Day (“BMD”) are subject to the following Terms and Conditions. These Terms and conditions shall apply to the sale of all cakes and other goods except where BMD has agreed to a variation in writing. By ordering from BMD you agree to be legally bound by these Terms and Conditions (“Conditions”) and accept that these Conditions may be modified or amended and posted on this website from time to time.

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### CONFIRMATION AND ALTERATION

We advise that you check your order confirmation carefully and let us know within 7 days whether changes are needed. Your cake is very important to us and should you require any alterations after that period we will endeavour to do our best to accommodate them if possible. Please note that changes such as design details, cake size, delivery/collection time, venue address may not be possible due to a busy schedule. If the preparatory work on your cake has already commenced, BMD reserves the right to increase the quoted fee accordingly.

**Any image provided as part of the description/order is for illustrative purposes only.** We do not make exact copies of any design. Given the handmade nature of the goods, including Last Minute Cakes, minor variations of colour and design may occur.

We reserve the right to change the design at any point if circumstances beyond our control compromise the quality of the finished product – for example, weather conditions. The Buyer will be notified of any such changes and we will endeavour to keep any changes to a minimum.

### PAYMENT AND DEPOSIT

We require a 30% deposit to confirm an order and hold the date. The deposit should be paid latest 5 working days after receiving an order confirmation. The remaining 70% is due one week before the collection/delivery date. Payment of the remainder can be made earlier if you wish. Failure to complete payment one week before the delivery date may result in your order being cancelled.

In case of international orders, we require full payment in advance to confirm the order.

Online orders made via [www.bakemydaydk.com/bestilkageonline](http://www.bakemydaydk.com/bestilkageonline) (Last Minute) – are paid in full when ordering via the website.

By making a payment you are accepting the Terms and Conditions as detailed on this page.



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## REFUNDS AND CANCELLATIONS

Deposits are refundable in case of cancellation latest 4 months before the delivery date, less an administration fee of 200kr. Last Minute payments are non – refundable in case of cancellation less than 7 days before the collection. In case of cancellation of Last Minute cakes earlier than 7 days before collection date, refund is possible less a 20% administration fee.

In the very unlikely event that we have to cancel your order for any reason, then we will give you as much notice as possible, and discuss the matter with you and try to agree a suitable alternative. If you do not wish to accept our suggested alternative, then we will refund the full price to you.

Consultation – cake tasting fee is non-refundable in case of cancellation.

## DELIVERY AND COLLECTION

### *Collection*

By collecting a cake or other products the Buyer accepts that the product is in accordance with the agreed order. In case of a third party collecting the cake, it's the customer's responsibility to ensure that the person collecting is advised and aware of the details of the product to be collected, and have at least a digital copy of the order confirmation.

If the cake or products are collected from us, we cannot be held liable for any damages to the cake or products once they have left our premises. The collection vehicle should have a flat surface and be clean and tidy. This is the responsibility of the client. The cake or products can be very fragile so we advise to drive very slowly and carefully and purchase non-slip matting.

### *Delivery*

For cakes delivered to venues it is the customer's responsibility to report any damage to us within 48 hours in writing, as well as send photographic evidence of the issue/damage within 7 working days if you wish to make a complaint.

Please pay careful attention to our storage, serving and transportation (where relevant) instructions to ensure your delicious cake is served to your guests at its very best and in a perfection condition. All decorated cakes and sugar decoration are fragile and require care and attention when handling.

We do not take any responsibility for any damages to the cake or other products after we have delivered them.

Cakes or other products (e.g. sugar decoration) placed outside are liable to react to the temperature. In hot or humid weather there is the possibility of sugar decorations melting or damage to cake.



## PICTURES

BMD takes the right to use pictures of your cake on BMD social media platforms, flyer etc.

The pictures will only be used in promoting BMD and sales purpose. We will not “tag” any of our customers in the pictures used on social media.

